

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

<p>In Re Application of: Cynthia Zelanis, et al.</p> <p>Serial No.: 10/642,876</p> <p>Filed: August 18, 2003</p> <p>Title: APPARATUS AND PROCESS FOR BLOCKING PRODUCT RETURNS</p>	<p>Confirmation No.: 3695</p> <p>Examiner: not yet known</p> <p>Art Unit: not yet known</p> <p>Atty. Docket No.: 200205290-1</p>
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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**LETTER TO THE OFFICIAL DRAFTSPERSON
(Request To Make Drawings Substitution)**

Sir:

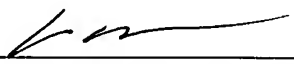
Subject to the approval of the Primary Examiner in the above-entitled patent application, please substitute the enclosed nine (9) sheets of drawings, containing Figures 1, 2, 3, 4, 5, 6, 7, 8 & 9 for the previously submitted nine(9) sheets of informal drawings containing Figures 1, 2, 3, 4, 5, 6, 7, 8 & 9 as originally filed.

REMARKS

Applicant(s) respectfully submit(s) that the requested drawing substitution is consistent with the corresponding material in the specification and does not add any new matter to the application.

Should the Examiner have any questions concerning this request, the Examiner is invited to call the undersigned representative of the Applicants at the number shown below.

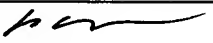
Respectfully submitted,
Cynthia Zelanis, et al.


By: Arnold M. de Guzman
Attorney for Applicant(s)
Reg. No. 39,955
805-681-5078
805-681-5076 (FACSIMILE)

Dated: December 12, 2003

Please send correspondence to:

IP Administration
Legal Department, M/S 35
HEWLETT-PACKARD COMPANY
P.O. Box 272400
Fort Collins, CO 80527-2400

CERTIFICATE OF MAILING			
I hereby certify that this correspondence, including the enclosures identified herein, is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below. If the Express Mail Mailing Number is filled in below, then this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service pursuant to 37 C.F.R. 1.10.			
Signature:			
Typed or Printed Name:	Arnold M. de Guzman	Reg. No. 39,955	Dated: <u>Dec. 12, 2003</u>
Express Mail Mailing Number (optional):			